

Hours Not Worked Louisville Free Public Library



KPI Owner: Belinda Catman

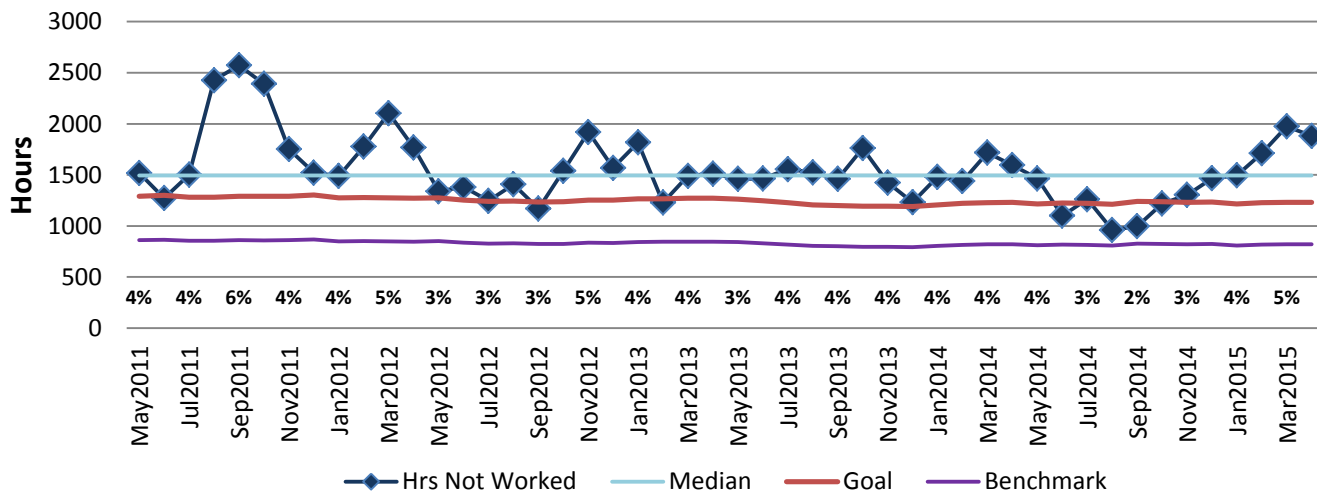
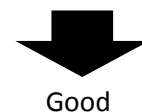
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: FY 12 Avg. Rate = 3.5%</p> <p>Goal: Reduce Hours Not Worked to no more than 3% of Total Hours (495,563 * 3% = 14,866 for FY 2014-15).</p> <p>Benchmark: Local Government rate of 2%</p>	<p>Data Source: Payable Time PeopleSoft</p> <p>Goal Source: Scope Summary</p> <p>Benchmark Source: Bureau Labor Statistics</p>	<p>Plan-Do-Check-Act Step 8: Monitor and diagnose</p> <p>Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours</p> <p>Why Measure: Better understand culture impact on employee attendance</p> <p>Next Improvement Step: Monitor effectiveness of new sick leave policy.</p>

How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
14,726	16,840		1,232	1,882	
Hours	Hours		Hours	Hours	

Hours Not Worked



May2014-Apr2015 Pareto Analysis

